



**Verizon Family Protection  
Powered by McAfee**

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**User Guide (Mac)**

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## CHAPTER 1

# Welcome to Verizon Family Protection Powered by McAfee User Guide

This guide describes how to set up Family Protection, so that you can protect your children while they browse the web and chat online. As administrator, you create individual accounts for each child in your family. With Family Protection you can:

- Monitor and block programs, websites, and instant messaging programs
- Create unique security settings for each family member
- Limit time spent on the web
- View usage logs
- Receive instant alerts if a family member tries to access inappropriate content

If you experience any issues while setting up your software, please contact Verizon Support (<http://verizon.mcafee.com>).



## CHAPTER 2

# Setting up Family Protection

Protect your children while they browse the web and chat online, so that you can have peace of mind. As administrator, you create unique security settings that are age-appropriate for each child in your family.

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## Activating your software

We'll ask you to activate Family Protection immediately after you install it for the first time. When you activate, you create a Family Protection administrator account. Family Protection allows only one administrator account, and the user name that you choose for the account cannot be changed.

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**Note:** After you activate Family Protection, you do not have to activate it again if you install it on another computer.

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### Activate your software

- 1 In the **Username** field, type your email address. This is your administrator user name.
- 2 In the **Administrator Password** field, type your administrator password, and then click **Login**.



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**Tip:** It's a good idea to memorize your user name and password, or keep them in a safe place and away from your children.

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## Managing your family's protection

To protect all your family members when they are online, create an account for each member with unique, age-appropriate settings. You can create, edit and remove accounts from the Account Summary page.



## Protect your family

Family Protection allows you to create an account for each member of your family.

- 1 Open the Account Summary page.  
How?  
On the left menu, click the **Account Summary** tab.
- 2 Click **Add a New User**.
- 3 In the **New Username** field, type the name of the family member you want to protect. Each name must be unique.
- 4 In the **New Password** field, type the family member's password, then retype the new password in the **Confirm Password** field.
- 5 Click **Add User**.

## Change a family member's password

If you change your mind about a family member's password, or if you think it's been compromised, you can change the password at any time.

- 1 Open the Account Summary page.  
How?  
On the left menu, click the **Account Summary** tab.
- 2 Click the family member's name.
- 3 In the **New Password** field, type the family member's password, then retype the new password in the **Confirm Password** field.
- 4 Click **Change password**.

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**Note:** You cannot change the administrator's password.

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## Remove a family member's account

You can remove a family member's account at any time.

- 1 Open the Account Summary page.  
How?  
On the left menu, click the **Account Summary** tab.
- 2 Click the family member's name.
- 3 Click **Delete User**.

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**Note:** When you remove a family member's account, all Family Protection settings for this family member will be lost. To restore the user's protection settings, you must create another account.

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## Retrieve your administrator password

If you forget your administrator password, you can ask Verizon to send it to the email address you used to create your administrator account.

- 1 Open your Family Protection software.
- 2 In the administrator logon screen, click **Forgot your password?**

## Log on to Family Protection

- 1 Double-click the Family Protection icon in the Dock.
- 2 Type your administrator user name and password.
- 3 Click **Login**.

## Remove Family Protection

If you want to remove your Family Protection software from your computer, you will be asked for your administrator user name and password. For added security, you may need an uninstall code, along with your administrator user name and password, to remove Family Protection.

- 1 Open the Account Summary page.

How?

On the left menu, click the **Account Summary** tab.

- 2 Click **Get Uninstall code**. Make a note of the uninstall code.
- 3 Click **Done**.
- 4 Close all your applications and disconnect your computer from the Internet. (You can do this by turning off your DSL or Cable modem, or unplugging your network cable from the back of your computer.)
- 5 On the Family Protection menu bar, click **Uninstall Family Protection**.
- 6 Type your administrator credentials, then click **Uninstall**.
- 7 Restart your computer.

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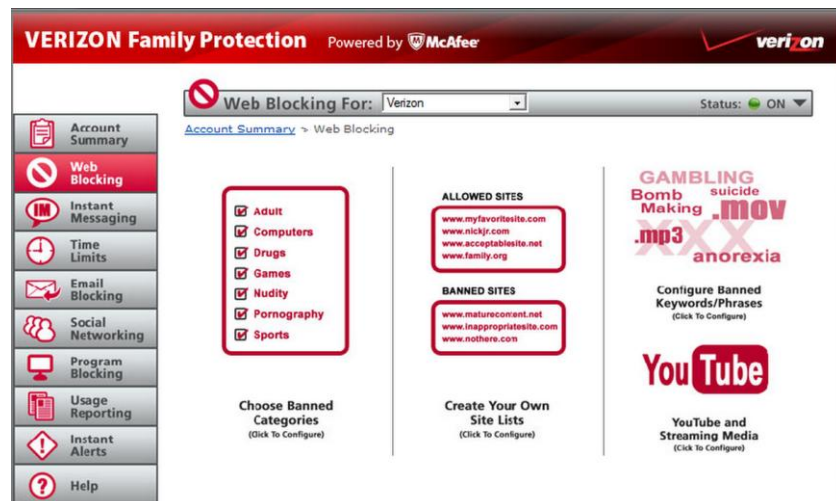
**Note:** The uninstall code expires at midnight.

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## Allowing and blocking websites

You can allow or block websites in three ways:

- Ban a content category
- Create allowed and banned website lists
- Ban keywords and phrases



### Ban a content category

You can block websites belonging to any of 35 content categories. If a family member tries to access a website that has content included in a "banned" category, Family Protection logs it and alerts the administrator.

- 1 Open the Web Blocking page.  
How?  
On the left menu, click the **Web Blocking** tab.
- 2 At the top of the page, from the **Web Blocking For** menu, select the family member.
- 3 Click **Choose Banned Categories**.
- 4 Click the Banned column next to each category you want to block.
- 5 Click **Save Settings**.

Tip: To see a description of the each content category, click the category name.

## Create allowed and banned website lists

You can customize web blocking by listing sites to which you want to allow or deny access.

- 1 Open the Web Blocking page.

How?

On the left menu, click the **Web Blocking** tab.

- 2 At the top of the page, from the **Web Blocking For** menu, select the family member.
- 3 Click **Create Your Own Site Lists**.
- 4 Do one of the following:
  - To ban a specific site, type the website address in the **Site Address** field, then click **Ban Site**.
  - To allow a specific site, type the website address in the **Site Address** field, then click **Allow Site**.
- 5 Click **Add Site**.

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**Note:** To remove websites from either the **Banned Websites** or the **Allowed Websites** fields, highlight the website address, then click **Remove Selected From Banned** or **Remove Selected from Allowed** fields. You can select several sites to remove at once by holding down the Shift key and clicking the sites.

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## Ban keywords and phrases

You can use keywords and phrases to prevent your family members from viewing certain websites. Family Protection includes dictionaries of profane and sexually suggestive words that are banned automatically. If a word in our dictionaries appears in the website, that site is blocked.

- 1 Open the Web Blocking page.

How?

On the left menu, click the **Web Blocking** tab.

- 2** At the top of the page, from the **Web Blocking For** menu, select the family member.
- 3** Click **Configure Banned Keywords/Phrases**.
- 4** Select **Block Profanity** or **Block Sexually Suggestive Words** to block searches and websites that contain words found in Family Protection's built-in dictionaries.
- 5** In the **Add an entry to custom keyword list** field, type your keyword or phrase.
- 6** Click **Add Keyword**.

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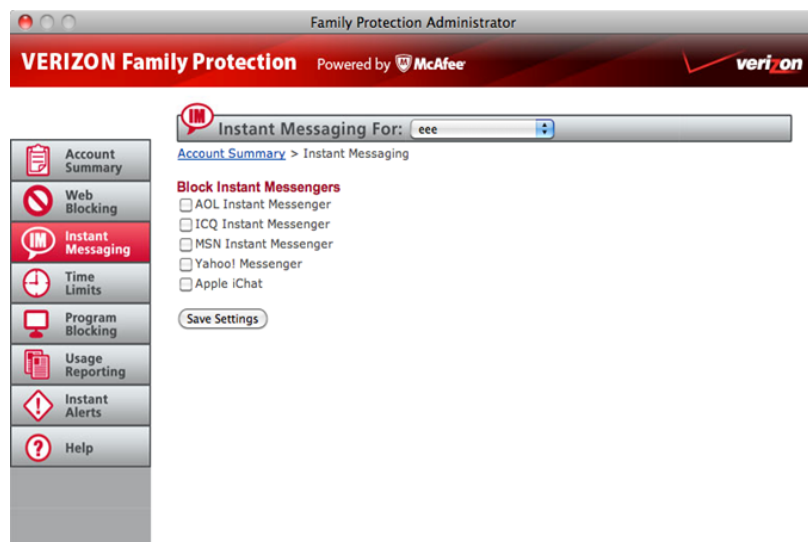
**Important:** When you add your own words to the Family Protection dictionary, the software can become very restrictive. For example, if you block the word "soft" then Family Protection will also block out websites using any derivative of the word "soft," including websites that use words like "software" or "softball." The program is designed this way to be as secure as possible, and requires the administrator to choose blocked words and phrases carefully. We advise you to use words that are at least four letters long.

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## Managing Instant Messaging

Family Protection lets you block some of the most commonly used Instant Messaging (IM) programs:

- AOL
- ICQ
- MSN
- Yahoo!
- Apple iChat



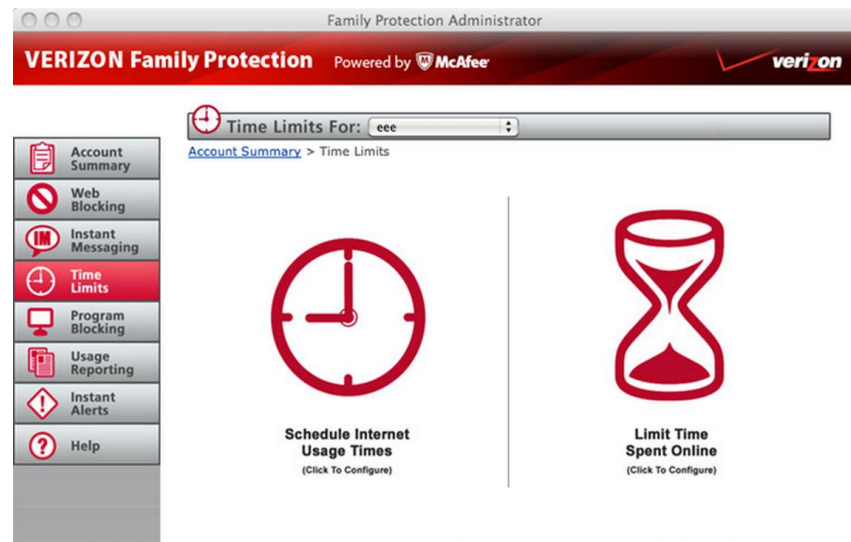
## Block Instant Messaging

You can protect your family from potentially inappropriate Instant Messaging contacts.

- 1 Open the Instant Messaging page.  
How?  
On the left menu, click the **Instant Messaging** tab.
- 2 At the top of the page, from the **Instant Messaging For** menu, select the family member.
- 3 From the **Block Instant Messengers** list, select the Instant Messaging programs you want to block.
- 4 Click **Save Settings**.

## Limiting time spent on the web

You can use Family Protection's Time Limits to manage the time your family spends on the web. Time Limits lets you allow Internet use on a schedule set by you, and limit the total amount of time spent online.



### Schedule Internet usage times

You can limit Internet access to certain times of the day.

- 1 Open the Time Limits page.  
How?  
On the left menu, click the **Time Limits** tab.
- 2 At the top of the page, from the **Time Limits For** menu, select the family member.
- 3 Click **Schedule Internet Usage Times**.
- 4 From the **Time Zone** menu, select your time zone.
- 5 On the green matrix, select the day of the week and the time of day you wish to block by clicking on the time blocks (1/2 hour increments). Click, hold and drag your mouse to block out several hours.
- 6 To unblock time increments, click on the red time block and it will return to green.
- 7 Click **Save Settings**.

**Note:** Family Protection checks the usage time based on the time zone you select in Family Protection. Therefore, if a family member changes the time on your computer, Family Protection will still block access according to the time zone you selected.

## Limit time spent online

You can manage the amount of time that family members spend online per day. For example, you can specify the time of day they can go online.

- 1 Open the Time Limits page.

How?

On the left menu, click the **Time Limits** tab.

- 2 At the top of the page, from the **Time Limits For** menu, select the family member.
- 3 From the **Limit to** menu, select the total amount of time per day you want that family member to have Internet access.
- 4 Click **Save Settings**.

## Allow a temporary extension

You can extend a user's Internet access temporarily. For example, if one of your children needs more time online to research a school project, you can extend that child's Internet access for that day only. The child's normal time limit will resume the next day.

- 1 Make sure the family member is logged on.
- 2 Right-click the Family Protection icon in the Dock.
- 3 Select **Time Limits**, and choose **Extend remaining time**.
- 4 Type your administrator password and press **Enter**.

## Blocking Programs

When you use Instant Messaging programs, computer games, media players, newsgroups, email, and FTP programs your computer can receive inappropriate, or dangerous content over the Internet. You can use Program Blocking to manage your privacy and safety and ensure that no illegal activity occurs on your computer by selecting the types of programs you want to block your computer from communicating with over the Internet.



### Block a category or program

You can block entire program categories, or you can block programs individually.

- 1 Open the Program Blocking page.
  - How?
  - On the left menu, click the **Program Blocking** tab.
- 2 At the top of the page, from the **Program Blocking For** menu, select the family member.
- 3 Click the plus sign to expand the categories, then select the programs you want to block.
- 4 To make these settings apply to everyone who uses your computer, regardless of account name, select **Apply these settings to all users**.
- 5 Click **Advanced Settings**.
- 6 Select the advanced program blocking you want to apply to all computer users:
  - **Block access to these programs when not logged in (applies to all users)**

- **Terminate all Internet activity when logging off**

**7** Click **Save Settings**, and then click **Save Settings** again.

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**Note:** When you click a category in the list field, the information section to the right of the list box shows a brief description of each category.

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## Block a custom program

You can block a program at any time by adding it to the list.

**1** Open the Program Blocking page.

How?

On the left menu, click the **Program Blocking** tab.

**2** At the top of the page, from the **Program Blocking For** menu, select the family member.

**3** Click the plus sign to expand the **Custom Programs** category, then select the programs you want to block.

**4** To add a new program to this list, right-click the Family Protection icon in the Dock, and select **Block a Program**.

**5** Select the program you want to block from the list of programs that have accessed the Internet.

**6** If you do not see the program you want to block on the list, click **Browse** and navigate to the .app file for that program. Select the program you want to block, and click **Block**.

**7** Click **Save Settings**.

## Customizing usage reports

You can check the Family Protection usage logs to see what your family members are doing online. The logs contain a detailed report on each family member's online activity, such as websites visited, and programs used online.



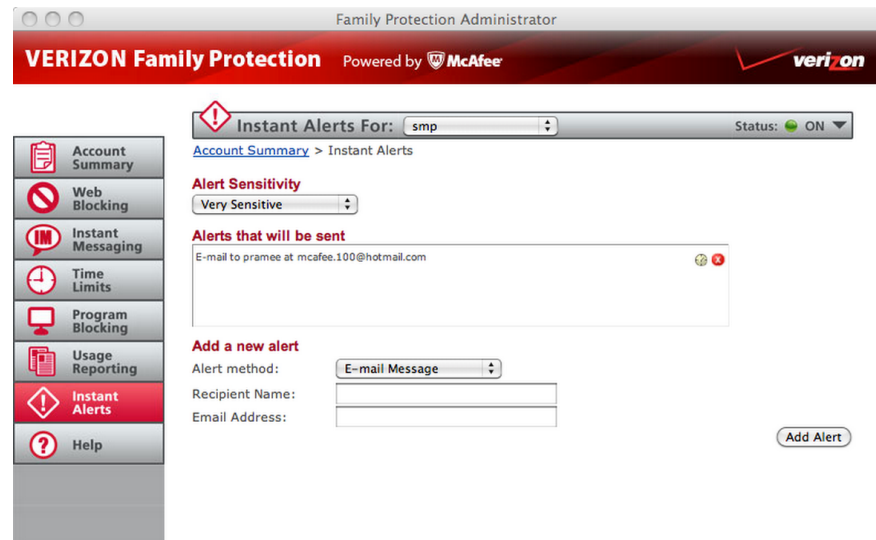
### Choose what is logged

- 1 Open the Usage Reporting page.  
How?  
On the left menu, click the **Usage Reporting** tab.
- 2 At the top of the page, from the **Usage Reporting For** menu, select the family member.
- 3 Select to record:
  - **Website Visits**
  - **Programs Used Online**
- 4 Select to allow the specified family member to view their usage reports.
- 5 Click **Save Settings**.
- 6 In the top right corner of the page, from the **Status** menu, select **ON**.

**Note:** To view usage reports, right-click the Family Protection icon in your Dock and select **View Usage Reports**.

## Receiving instant alerts

If a family member tries to access inappropriate content, the administrator receives instant notifications via email. If you use a cell phone that is associated with a US mobile carrier, you can choose to also receive notifications on your cell phone.



## Set alert sensitivity

You can decide how sensitive you want the monitoring to be. The higher the sensitivity, the more alerts you receive, based on the amount of restricted content a user accesses within a set period of time.

- 1 Open the Instant Alerts page.  
How?  
On the left menu, click the **Instant Alerts** tab.
- 2 At the top of the page, from the **Instant Alerts For** menu, select the family member.
- 3 From the **Alert Sensitivity** menu, select how sensitive you want the monitoring to be:
  - **Very Sensitive**
  - **Normal**
  - **Less Sensitive**
- 4 In the top right corner of the page, from the **Status** menu, select **ON**.

## Choose alert types

You can choose to receive alerts by email message and/or text message.

- 1 Open the Instant Alerts page.

How?

On the left menu, click the **Instant Alerts** tab.

- 2 At the top of the page, from the **Instant Alerts For** menu, select the family member.
- 3 In the **Add a new alert** section, select the alert method from the menu.
- 4 If you want to receive alerts by email, type your name in the **Recipient Name** field, then type your email address in the **Email Address** field.
- 5 If you want to receive alerts by text message, from the **Carrier** menu, select your mobile carrier, then enter your name in the **Recipient Name** field. If your carrier is not listed, select **Other**, then type the entire email address to send the alert to.
- 6 Click **Add Alert**.
- 7 In the top right corner of the page, from the **Status** menu, select **ON**.

## Schedule alerts

You can decide what time of day you want to receive alerts. You can also set up multiple alerts to go to multiple locations at the same time.

- 1 Open the Instant Alerts page.

How?

On the left menu, click the **Instant Alerts** tab.

- 2 At the top of the page, from the **Instant Alerts For** menu, select the family member.
- 3 In the **Alerts To Send** section, click the clock icon next to the alert you want to schedule.
- 4 On the green matrix, select the day of the week and the time of day you do not want to be alerted by clicking on the time blocks (1/2 hour increments). Click, hold and drag your mouse to block out several hours.
- 5 To unblock time increments, click on the red time block and it will return to green.
- 6 Click **Save Settings**.

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